



Medicare Advantage Plans

Provider Quick Reference Guide

Nascentia Dual Advantage Special Needs Plan (D-SNP)
Nascentia Skilled Nursing Facility Special Needs Plan (I-SNP)



1-888-477-4663 | nascentiahealth.org

Home Office:

1050 West Genesee Street Syracuse, NY 13204 **Branch Locations:**

Albany | Buffalo Rochester | Rome

Dear Valued Provider,

Nascentia Health Plus Medicare Advantage Plans provide comprehensive coverage that combine Medicare Parts A, B, and D with additional member benefits.

Working side-by-side with established providers like you, we strive to improve the health and well-being of those entrusted to our care. Our plans promote collaboration between patient, providers, and caregivers and will help your patients manage their chronic health conditions through evidence-based interventions. We will identify opportunities for improvement and provide education to address each person's unique healthcare needs.

Inside, you will find all of the information you need to get started as a participating provider, including important contact information.

Thank you for partnering with Nascentia Health Plus. Together we can improve the quality of each life we touch and promote the health and independence of those we serve.

Sincerely,

Mary Kate Rolf

President and Chief Executive Officer

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This reference guide summarizes our Provider Manual, which you can find online at bit.ly/nascentia-provider-info. The Provider Manual is a supplement to the Nascentia Health Provider Services Agreement concerning the management and care of Nascentia Health Plus members. The information within the manual is a reference tool that contains eligibility, benefits, policies, procedures and contact information for services provided and administered through Nascentia Health Plus.



Provider Information

View information online at nascentiahealth.org/map-provider-links

Provider Information Updates or Changes	To comply with both the Centers for Medicare and Medicaid Services (CMS) and New York State Department of Health regulatory mandates, Nascentia Health Plus requires that all contracted providers report changes to addresses and other practice information electronically via bit.ly/nascentia-provider-info or in writing immediately. Provider Relations 1-315-477-9280 Department providerrelations@nascentiahealth.org Provider Manual View online	
	Providers in Network for Patient Referrals	View online
Provider Portal	Provider Portal	View online
Model of Care Training	Model of Care Training and Attestation	View online
	The Corporate Compliance Program was established to support our commitment to the highest standards of conduct, honesty, integrity and reliability in our business practices.	
Compliance/ Ethics	Corporate Compliance	Nascentia Health Attn: Compliance Officer 1050 West Genesee St., Syracuse, NY 13204 Phone: 1-315-477-9262
	Third-Party Compliance Hotline	1-855-252-7606 hotline-services.com

Provider Information



View information online at nascentiahealth.org/map-provider-links

Member Enrollment/ Eligibility Prior to providing services, providers must verify the member's current eligibility by contacting member services.

Member Services 1-888-477-4663

To request prior authorization, submit your request via fax or phone.

Authorization Department 1-888-477-4663

Inpatient Admissions Fax 1-315-870-7788

Outpatient Authorizations Fax 1-315-870-7788

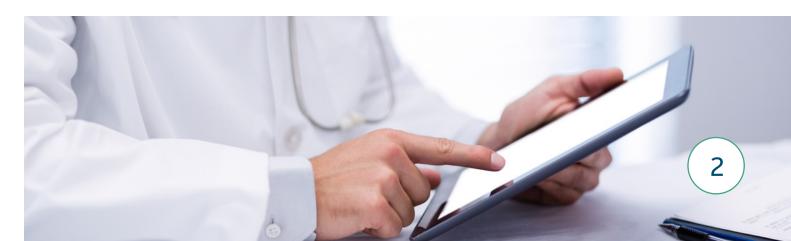
Prior Authorization Form View online

Authorization/ UM (includes clinical review)

- > Prior authorization is not required for emergency or urgent care.
- A prior authorization is not a guarantee of payment; payment is subject to member eligibility and benefits at the time of service.
- > See prior authorization requirements to determine if one is required.



Nascentia Health Member Identification (ID) Card





Provider Information

View information online at nascentiahealth.org/map-provider-links

Claims Processing	Customer Service	1-315-477-9509		
	Electronic Submission	Payor ID 45529 (Medicare Advantage Plans Only)		
	Electronic Remittance Advice (835) and EFT Authorization Agreement	Submit a copy of your W-9 with the completed form to claims@nascentiahealth.org		
	Paper Claims	Nascentia Health PO Box 981814, El Paso, TX 79998-1814		
Provider Claims	If a provider disagrees with the coverage/payment determination made by Nascentia Health Plus, upon receipt of the paper or automated remittance advice, providers may contact Nascentia Health Plus via written correspondence to dispute the determination.			
Reconsideration / Appeal	Reconsideration A	ascentia Health Plus ttn: Claims Appeal 050 West Genesee Street, Syracuse, NY 13204		
	Claims $_{V_{i}}$ Reconsideration Form	iew online		
Our Services	Nascentia Health provides a wide range of home care services and insurance plans to help clients stay in their homes. Refer clients through our customer service center at 1-888-477-4663 or our referral form at <u>nascentiahealth.org</u> .			
	 Nascentia Dual Advantage Special Needs Plan (D-SNP) 	 Nascentia Skilled Nursing Facility Special Needs Plan (I-SNP) 		
	 Nascentia Health Options Managed Long Term Care 	Nascentia Health at Home (CHHA)		
	(MLTC)	› Nascentia Home Aides (LHCSA)		

Member Information



Manalaan Dana Cha	Nascentia Dual Advantage Special Needs Plan (D-SNP) nascentiahealth.org/dsnp
Member Benefits	Nascentia Skilled Nursing Facility Plan (I-SNP) nascentiahealth.org/isnp
About Medicare	bit.ly/nascentia-about-medicare
Am I Eligible?	bit.ly/nascentia-enroll
Member Documents	bit.ly/nascentia-member-docs
Pharmacy Directory	bit.ly/nascentia-pharmacy
Prescription Drug Formulary	bit.ly/nascentia-formulary
Prescription Drug Information	bit.ly/nascentia-rx-drug
Provider Directory	bit.ly/nascentia-provider-directory
Start the Enrollment Process	bit.ly/nascentia-enroll





nascentiahealthplus.org

1050 W. Genesee Street, Syracuse, NY 13204

Nascentia Health Insurance Plans

nascentiahealth.org

Nascentia Dual Advantage Special Needs Plan (D-SNP)

Nascentia Skilled Nursing Facility Plan (I-SNP)

Nascentia Health Options Managed Long Term Care Plan (MLTC)